

## Chapter 5 Outline

Size and Scope of the Industry  
American Hotel Classifications  
    Commercial Hotels/Full Service  
    Airport Hotels  
    Conference Centers  
    Economy Properties/Limited Service  
    Suite or All-Suite Hotels  
    Extended-Stay Hotels  
    Convention Hotels  
    Residential Hotels  
    Casino Hotels  
    Resort Hotels  
    Bed and Breakfast Hotels  
    Boutique Hotels  
European Hotel Market Segments and  
Hotel Types  
Organization of American Hotels  
    The Rooms Division  
    The Food and Beverage Division  
    The Engineering and Maintenance  
    Division  
    The Marketing and Sales Division  
    The Accounting Division  
    The Human Resources Division  
    The Security Division  
Organization of European Hotels  
The Importance of Cooperation

## Competencies

1. Describe the size and scope of the lodging industry. (pp. 127–129)
2. Identify American hotel classifications and the primary market segments they attract. (pp. 129–135)
3. Describe European hotel market segments and hotel types. (pp. 135–136)
4. Describe the typical organization of an American hotel. (pp. 136–138)
5. Explain the primary responsibilities of the major divisions and departments within a hotel. (pp. 138–142)
6. Describe the organization of European hotels. (p. 142)
7. Explain the importance of cooperation among hotel divisions and departments in relation to guests, suppliers, the community, and government agencies. (pp. 143–145)